



Booking Conditions

The Contract

Your contract will be with amaWalkers Camino (Pty) Limited (amaWalkers Camino) and is the sole contract between amaWalkers Camino and the person signing the Registration form - the "Walker" - who must be over the age of 18. The person signing the Registration form, which incorporates these booking conditions, declares that he/she is fully aware of and accepts these conditions. If you book by telephone, internet or fax you will be deemed to have read the booking conditions and are in agreement with them.

Paying a deposit

Upon registration we will ask for a **€30** non-refundable administration deposit. **Six months** before the walk, an invoice for a deposit of **€400** will be sent to you which is payable to secure your place in the group. A second deposit of **€400** is payable **4 months** before the walk and the final payment is due **60 days** prior to the walk.

Payment of the balance

Your deposits will be treated as part payment of the total amount due. 60 days before the date of commencement, you will receive a Final Invoice showing the total cost of your trip and the balance owing plus any extra services booked. Payments can be made in monthly increments although this could incur extra bank charges. If the balance is not paid/received 60 days prior to the date of departure, amaWalkers Camino shall have the right to cancel the booking without further notice, and cancellation charges as set out in the Registration Form will apply. We strongly recommend you include trip cancellation insurance with your Travel Insurance. If after acceptance of the booking you wish to alter the confirmed arrangements, a minimum fee of €25 per person for each change may be charged, if such change is possible. If the alteration is less than 90 days prior to departure the cancellation charges may apply. Any changes to the original booking will not be effective until it is received in writing and agreed to in writing by amaWalkers Camino. Because we reserve services such as hotel rooms and taxi transfers months in advance, any increases in their tariffs or additional costs imposed by our suppliers may also be charged.

Booking of Accommodation and Rates of Exchange

Because we book rooms far in advance, there might be increases in room costs after we have made the reservations. If this occurs, we will have no option but to charge extra – over and above the stated tour price - to cover these increases. We book some accommodation using reservation services. In some instances we are charged in full and no cancellations or refunds can be made. Other reservations are made directly with the hotels and deposits are required with full payment being made on arrival. If there is a substantial change in the Rate of Exchange before we get to Spain we will have to make adjustments. This means that we might make refunds to you if there is a drastic drop, or you might have to pay in the difference if the exchange is significantly higher even after the final invoice has been paid.

If we change your trip itinerary

When you have made your contract with amaWalkers Camino, we will endeavour to ensure that none of your arrangements have to be altered. However, as the arrangements are planned months in advance, sometimes changes may have to be made. In case of a significant change, you will be informed when you book or, if you have already booked, as soon as possible, if there is time before your departure.

Cancellation or changes to the tour

amaWalkers Camino acts only as an agent on your behalf (the Walker) in reserving accommodation, transportation and other services. The tour may be cancelled at any time, even after you, the Walker, have departed for reasons beyond our control including reasons such as war, threats of war, civil strife, cancellation of airline flights or natural disasters and so forth. amaWalkers Camino shall have no responsibility for any such cancellation, except to refund that which has been paid to amaWalkers Camino by you, the Walker. amaWalkers Camino shall have no responsibility to you, the Walker, for any inability to complete the tour by reason of travel restrictions, travel delays, quarantines, medical or customs regulations, delays or cancellations of or changes in itinerary or schedules of carriers, or injury to or inability of Walker. amaWalkers Camino reserves the right to cancel, without any obligation to refund, make alternative arrangements, or pay compensation, where the customer fails to make payment (see "Payment of the balance") or otherwise the customer's behaviour brings the tour to an end. If you, the Walker, decides to leave the tour once it has commenced, for whatsoever reason, no refund will be paid. If the required minimum number of 7 (seven) walkers is not reached, amaWalkers Camino has the right to cancel the tour.

Cancellation fees are outlined below. All cancellations must be received in writing.

- If you cancel up to 91 days prior to the walk your deposits are refundable excepting for the administration deposit.
- If cancellation is received less than 90 days prior to the start of the walk (and if we are unable to fill your place) there will be a €150 cancellation fee.
- If cancellation is received 60 days or less prior to the start of the walk, there will be a €300 cancellation fee.
- If cancellation is received 50 days prior to the start of the walk there will be a €500 cancellation fee.
- No refund if cancellation is received 40 days or less prior to the start of the walk.
- If you make your reservation less than 10 days before the travel date, there is a 5% additional fee to offset our expenses.

Payments

amaWalkers Camino accepts EFT deposits, cheque payments or money transfers. People outside of South Africa can make credit card payments through our secure pay merchant, PayFast®. If cash deposits or bank transfers are made, you must pay all bank charges. There is a 2% administration fee for paying by credit card.

Insurance

Accidents can and do occur, therefore, amaWalkers Camino insists that you carry your own health and accident travel insurance and agree in writing to assume responsibility for any injuries. *Travel insurance is mandatory* for all walkers and walkers are responsible for arranging their own insurance. Walkers are responsible for ensuring that they are in possession of travel insurance with protection for the full duration of the tour in respect of medical expenses, injury,

death, repatriation, as well as cancellation and curtailment. When walkers make insurance arrangements they must ensure that there are no exclusion clauses limiting protection for the type of activities included in the tour. Walkers must ensure that any travel insurance arrangements, made through any agency or individuals, are sufficient for their requirements and should arrange supplementary insurance if necessary.

Liability

amaWalkers Camino (Pty) Limited does not carry liability insurance and cannot assume any responsibility for accidents whether caused by your fault, equipment, the guide, or other persons on the trip. You hike and travel at your own risk. You will be asked to sign an Indemnity form with your Registration Form. Please be sure to read it carefully, sign it, and return it to amaWalkers Camino.

You may not start this hike unless this form has been returned to us. Changes may not be made to the Indemnity form unless you receive prior authorization from us in writing.

amaWalkers Camino assumes no responsibility for actions or omissions by carriers, organizers, hotels, contractor or other persons. The Walker agrees that amaWalkers Camino shall not be liable or responsible for death, personal injury, loss or damage of any nature to the Walker or any personal property or baggage of the Walker, or for any cause that directly or indirectly relates to the tour, including transportation arrangements to and from the tour, for any reason or cause whatsoever.

Documents

You must make your own arrangements for travel to and from the starting point of the tour. You must carry with you a valid passport and the necessary visa if required. Any information from amaWalkers Camino regarding visa applications is only a guideline. The Walker is responsible for all necessary visa and legal documentations.

Your responsibility

As a member of a group you have a responsibility to amaWalkers and to other group members which include:

1. Selecting a walk appropriate to your interests and abilities, being in sufficient good health and fitness to do the walk.
2. Preparing for your walk by reading ALL the information on the website and material sent to you by amaWalkers, especially that relating to the daily walking stages, accommodation, transport and the role of the Group Leader.
3. Respecting the other members in your group, especially the Group Leader, as well as the laws, customs, traditions and politics of the areas visited.

At the Group Leader's discretion, a member may be asked to leave the group if the leader feels that the person's further participation may be detrimental to other group members or to the individual.

Documents

You must carry with you a valid passport and the necessary visa if required. Any information from amaWalkers regarding visa applications is only a guideline. The Walker is responsible for all necessary visa and legal documentations.

amaWalkers Camino (Pty) Limited is a registered company in terms of section 14 of the Companies Act 2008 of South Africa. Reg No: 2012/073214/07